

Dear General Motors Customer:

As the owner of a GM vehicle equipped with an OnStar® system that operates in the analog mode, your satisfaction with our product is very important to us.

In November 2002, the U.S. Federal Communications Commission (FCC) ruled that wireless carriers would no longer be required to support the analog wireless network beginning in 2008. As a result, OnStar® is unable to continue service for your vehicle.

Although your analog mode OnStar® hardware can no longer communicate with OnStar®, the hardware is still active. If the OnStar® emergency button is pressed, or in the case of an airbag deployment, or near deployment, you may hear a recording that OnStar® is being contacted. However, since analog service is no longer available, the call will not connect to OnStar®. **To end the call, you must press the white phone or white dot button. If the call is not ended, the system will continue to try to connect to OnStar® until the vehicle battery is drained.**

What We Have Done: To eliminate the possibility of this condition occurring, General Motors is providing you with the option of having your OnStar® system deactivated at **no charge until December 31, 2008 (non-Saab vehicles) or April 30, 2009 (Saab vehicles).**

What You Should Do: Deactivation of the OnStar® system must be performed by a General Motors dealer/retailer. You may want to contact your GM dealer/retailer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. Please show this letter to your dealer/retailer as authorization to perform this service, and then put it in your owner manual for future reference.

If you have any questions or need any assistance to better understand this condition, please contact your dealer/retailer.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Motors Corporation

Enclosure
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